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# 6A

## Information

### *Professional Practices Committee*

### Division of Professional Practices Workload Report

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**Executive Summary:** This agenda item provides a report on the Division of Professional Practices' current workload.

**Recommended Action:** For information only

**Presenter:** Nanette F. Rufo, Director, Division of Professional Practices

#### Strategic Plan Goal

##### *1. Educator Quality*

- ◆ Effectively, efficiently, and fairly monitor the fitness of all applicants and credential holders to work with California students.

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## **Division of Professional Practices Workload Report**

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### **Introduction**

To increase its oversight over the work of Division of Professional Practices (DPP), in 2011 the Commission directed staff to present information about DPP's workload as part of the Commission's agenda.

### **Highlights for the October 2012 Statistics**

Attached are the monthly statistics for October 2012. One trend to note is that the overall caseload in DPP has decreased since the last Commission meeting and is now slightly below 3,000 cases. A goal for management is to continue to reduce that caseload.

Another item to note is the number of rap sheets being returned to the Department of Justice (DOJ) because the individual no longer holds a document issued by the Commission. As a part of the audit by the Bureau of State Audits (BSA), the BSA determined that DPP received 2,326 unnecessary rap sheets in a year, an average of 193 a month, wasting scarce staff resources. As part of the Commission's response to the BSA, the Commission developed an automated process to notify the Department of Justice when the Commission was no longer interested in receiving criminal information about a person. To date, the Commission has notified DOJ that it is no longer interested in approximately 336,000 former credential or permit holders. An assumption was made that the automated "no longer interested" notification to DOJ would significantly reduce the number of rap sheets received in DPP. There has been a reduction, moving the average number between May and October 2012 to approximately 131 raps returned to DOJ each month. Over the next few months, staff will be monitoring the number of returned raps with an expectation that the number should continue to decline and, if needed, will discuss methods of improving the process with DOJ.

The Committee of Credentials continues to efficiently handle cases brought to it for review, averaging approximately 103 initial review cases each month between July and December 2012. Because of the Committee reviewing more cases and the Commission's adoption of policies allowing staff to close specific types of cases, the caseload continues on a downward trend. As shown in the October monthly statistics, DPP opened 534 cases in October and closed 765 cases. Between July and October 2012, DPP is closing more cases than it opens, at the rate of approximately 100 cases a month.

Also included this month is the data dashboard for the Commission's review. This provides information to the Commission in a graphic form about both volume and timeliness. The three sections shown on this dashboard indicate the volume and timeliness of mail identified as "Pre Committee of Credentials," timeliness of investigation of cases identified as "Case Management," and timeliness of Committee action identified as "Committee Review."

**Workload Conclusion**

DPP is committed to doing high quality work and views the work in DPP as a critical public service. Both management and staff are committed to reducing the time a case is waiting for action by staff and to continue improving work processes.

# DPP Monthly Activity Summary

## Activity During October 2012

### Pre COC

#### Work Received in DPP

	Items Rec'd	Cases Opened
RAPs	495	185
Apps	782	291
SD Reports *	121	40
Misc *	36	18
<b>Total</b>	<b>1,434</b>	<b>534</b>

\* Work related to cases opened may have been received in a prior period

#### Document Requests

Arrest	185
Court	422

### COC Inventory

Initial Review	101
Formal Review	74
Consent Review	80

### COC Work Completed (October 2012)

#### Cases to COC

Initial Review	98
Formal Review	73
Reconsideration	5
Consent Review	333

#### Cases Completed

Closed	218
Granted	173
Adverse Actions	53

### Post COC

Settlement	2
AG	4
CTC	0

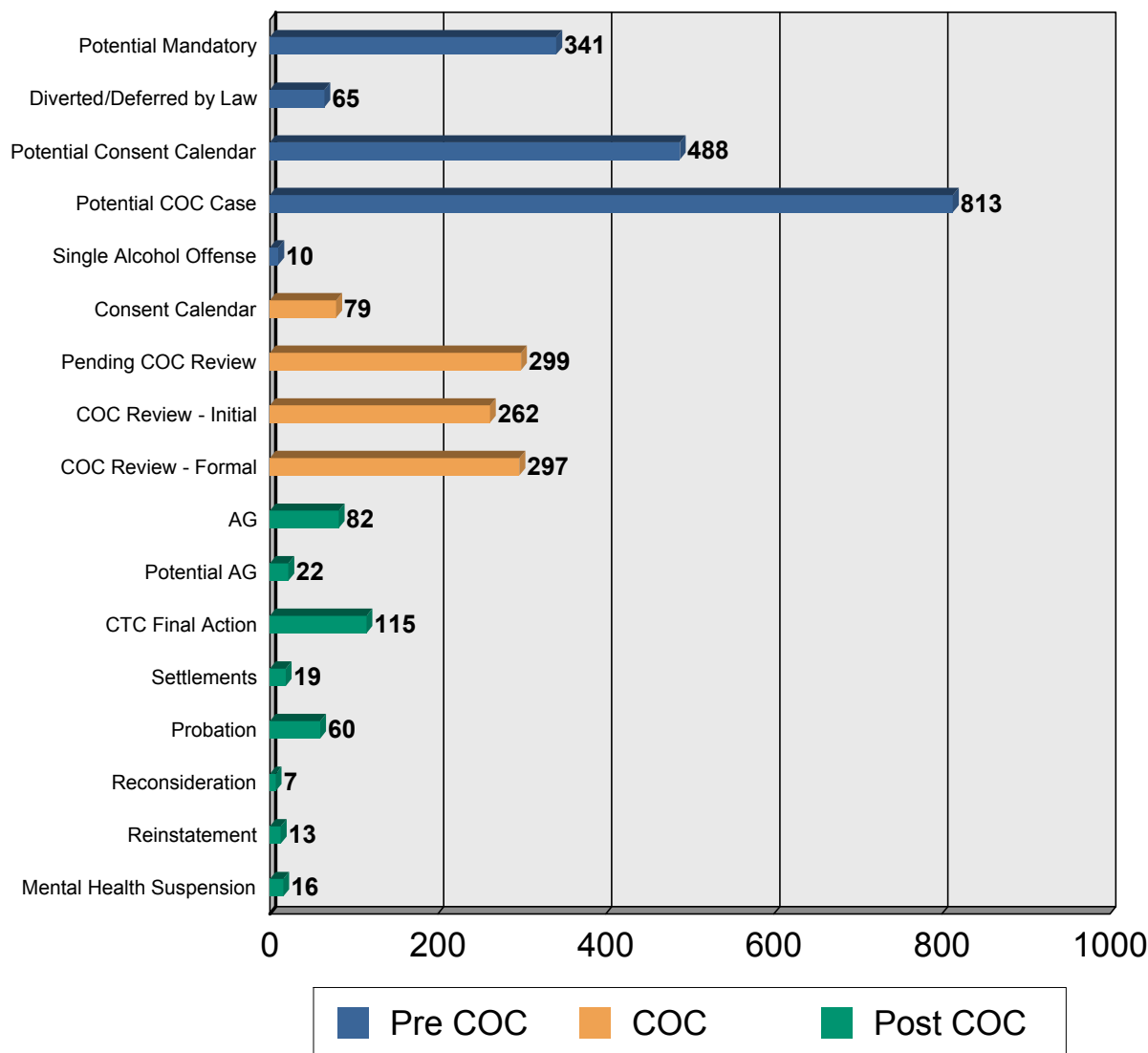
### Mandatory Actions

Revocations	12
Denials	3
Automatic Suspensions	7

### Inventory for October 2012

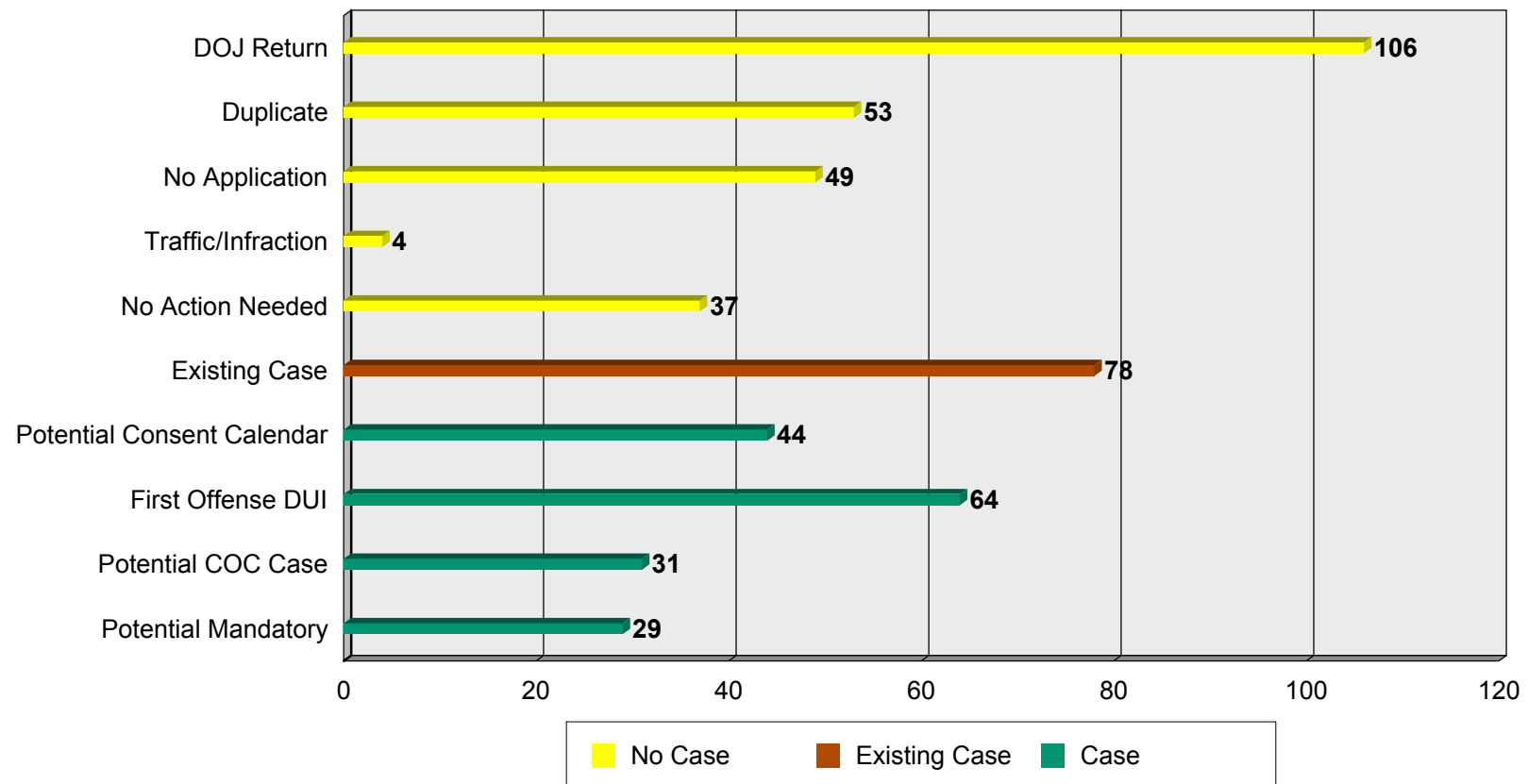
Starting Case Load	3,219
Cases Opened	534
Cases Closed	765
Ending Case Load	2,988

## Open Cases by Status and Type as of October 31, 2012



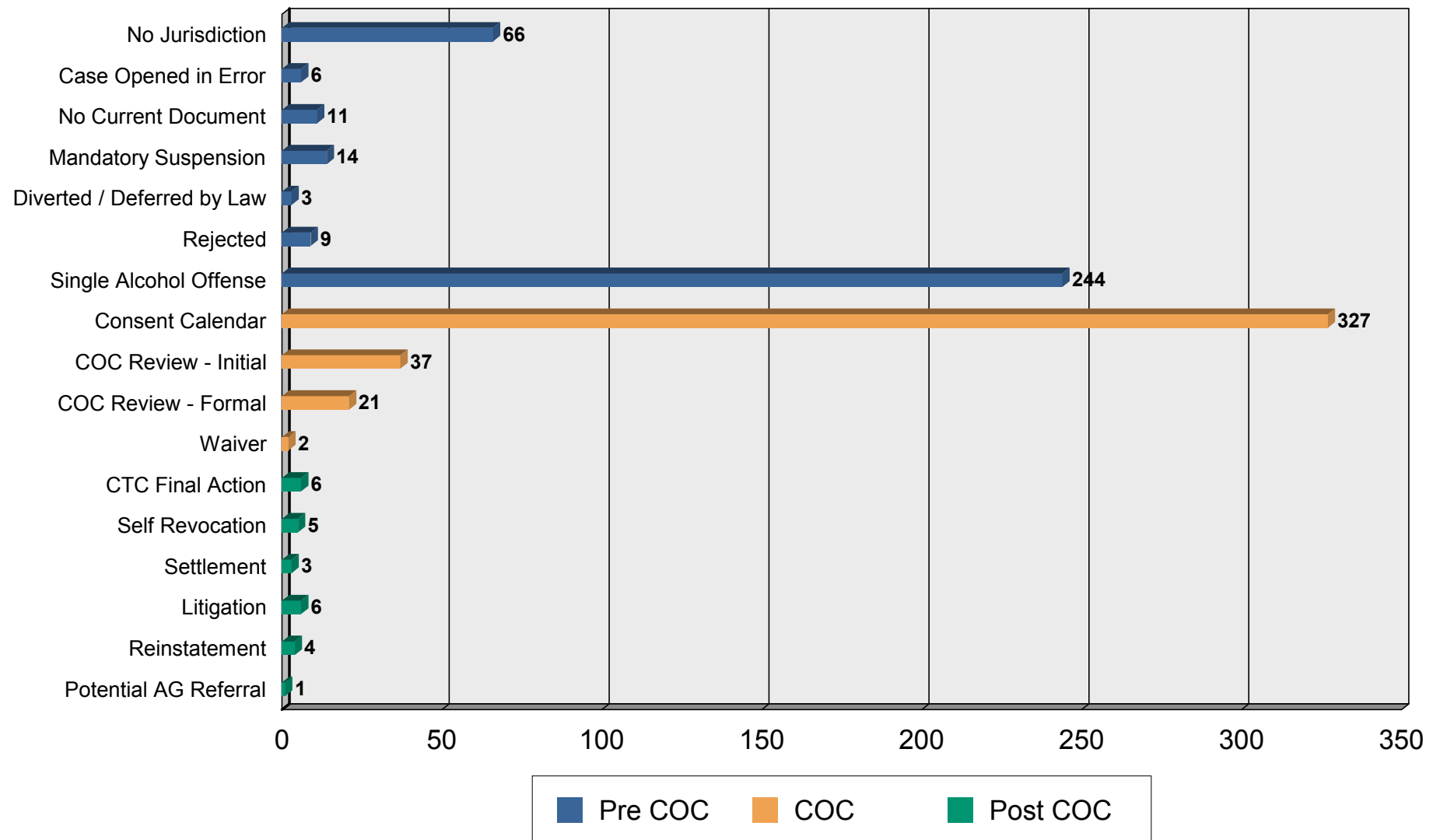
Pre COC	1,717
COC	937
Post COC	334
<b>Total Open Cases</b>	<b>2,988</b>

## DPP RAPs Received and Processed October 2012



No Case	249
Existing Case	78
Case	168
<b>Total RAPs</b>	<b>495</b>

## Cases Closed by Type During October 2012



Pre COC	353
COC	387
Post COC	25
<b>Total Cases Closed</b>	<b>765</b>

# Open Cases Aged by Case Status, Case Type, and Offense as of October 31, 2012

Status	Case Type	Offense Code	0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
Pre COC	Potential Mandatory	Child Crime - Sexual	17	15	17	18	8	32	107
		Child Crime - Non-sexual	12	17	8	1	1	5	44
		Adult - Sexual	4	4	6	4	3	1	22
		Drugs	22	17	9	2	2	7	59
		Serious Crimes/Felonies	23	20	17	7	5	23	95
		Alcohol	8	5	0	0	0	0	13
		Other Crimes/Misdemeanors	0	1	0	0	0	0	1
		<b>Total</b>	<b>86</b>	<b>79</b>	<b>57</b>	<b>32</b>	<b>19</b>	<b>68</b>	<b>341</b>
	Diverted / Deferred by Law	Child Crime - Non-sexual	1	0	1	0	0	3	5
		Drugs	6	5	10	7	6	19	53
		Serious Crimes/Felonies	1	0	0	1	0	5	7
		<b>Total</b>	<b>8</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>27</b>	<b>65</b>
	Potential Consent Calendar	Child Crime - Non-sexual	3	5	1	0	0	0	9
		Adult - Sexual	4	3	0	1	0	0	8
		Drugs	11	3	0	0	2	0	16
		Serious Crimes/Felonies	24	11	10	5	6	2	58
		Alcohol	106	37	32	14	10	20	219
		Other Crimes/Misdemeanors	105	26	18	14	4	11	178
		<b>Total</b>	<b>253</b>	<b>85</b>	<b>61</b>	<b>34</b>	<b>22</b>	<b>33</b>	<b>488</b>
	Potential COC Case	Child Crime - Sexual	1	3	1	1	0	0	6
		Child Crime - Non-sexual	22	13	7	1	1	1	45
		Adult - Sexual	5	1	2	0	2	3	13
		Drugs	13	10	5	3	5	4	40
		Serious Crimes/Felonies	123	93	44	39	22	36	357
		Alcohol	46	53	39	27	12	32	209
		Other Crimes/Misdemeanors	60	21	10	9	14	29	143
		<b>Total</b>	<b>270</b>	<b>194</b>	<b>108</b>	<b>80</b>	<b>56</b>	<b>105</b>	<b>813</b>
	Single Alcohol Offense	Alcohol	10	0	0	0	0	0	10
		<b>Total</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
	<b>Total</b>		<b>627</b>	<b>363</b>	<b>237</b>	<b>154</b>	<b>103</b>	<b>233</b>	<b>1,717</b>
COC	Pending COC Review	Child Crime - Sexual	16	7	17	1	2	2	45
		Child Crime - Non-sexual	28	21	42	8	6	6	111
		Adult - Sexual	3	0	5	1	0	0	9
		Drugs	0	0	0	0	3	2	5
		Serious Crimes/Felonies	3	7	7	1	4	4	26
		Alcohol	3	4	1	1	1	3	13
		Other Crimes/Misdemeanors	28	14	17	5	20	6	90
		<b>Total</b>	<b>81</b>	<b>53</b>	<b>89</b>	<b>17</b>	<b>36</b>	<b>23</b>	<b>299</b>
	Consent Calendar	Child Crime - Non-sexual	2	2	0	1	0	2	7
		Drugs	2	0	1	0	1	1	5
		Serious Crimes/Felonies	1	2	4	2	0	2	11
		Alcohol	11	0	5	3	4	3	26
		Other Crimes/Misdemeanors	21	2	1	1	2	3	30
		<b>Total</b>	<b>37</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>79</b>
	COC Review - Initial	Child Crime - Sexual	2	9	5	0	2	1	19

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
COC	COC Review - Initial	Child Crime - Non-sexual	17	28	22	3	5	8	83
		Adult - Sexual	4	3	4	0	1	0	12
		Drugs	3	0	1	0	1	4	9
		Serious Crimes/Felonies	5	8	16	3	4	4	40
		Alcohol	2	5	5	4	6	7	29
		Other Crimes/Misdemeanors	21	15	12	2	5	15	70
		<b>Total</b>	<b>54</b>	<b>68</b>	<b>65</b>	<b>12</b>	<b>24</b>	<b>39</b>	<b>262</b>
	COC Review - Formal	Child Crime - Sexual	0	2	15	0	2	1	20
		Child Crime - Non-sexual	0	14	51	6	8	10	89
		Adult - Sexual	0	2	6	1	1	2	12
		Drugs	0	2	2	1	1	4	10
		Serious Crimes/Felonies	0	1	5	2	5	23	36
		Alcohol	0	2	1	7	8	29	47
		Other Crimes/Misdemeanors	0	8	24	7	20	24	83
		<b>Total</b>	<b>0</b>	<b>31</b>	<b>104</b>	<b>24</b>	<b>45</b>	<b>93</b>	<b>297</b>
	<b>Total</b>		<b>172</b>	<b>158</b>	<b>269</b>	<b>60</b>	<b>112</b>	<b>166</b>	<b>937</b>
Post COC	Referred to Attorney General	Child Crime - Sexual	0	0	0	0	0	12	12
		Child Crime - Non-sexual	0	0	0	0	0	21	21
		Adult - Sexual	0	0	0	0	0	3	3
		Drugs	0	0	0	0	0	3	3
		Serious Crimes/Felonies	0	0	0	0	0	9	9
		Alcohol	0	0	0	0	0	5	5
		Other Crimes/Misdemeanors	0	0	0	0	0	29	29
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>82</b>	<b>82</b>
	Potential AG Referral	Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	0	0	1	0	1	2	4
		Adult - Sexual	0	0	0	0	0	1	1
		Serious Crimes/Felonies	0	0	0	0	0	3	3
		Alcohol	0	0	0	0	0	1	1
		Other Crimes/Misdemeanors	0	0	3	0	2	7	12
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>15</b>	<b>22</b>
	CTC Final Action	Child Crime - Sexual	0	0	0	1	1	5	7
		Child Crime - Non-sexual	0	0	0	1	0	16	17
		Adult - Sexual	0	0	0	0	0	1	1
		Drugs	0	0	0	0	0	1	1
		Serious Crimes/Felonies	0	0	0	1	2	21	24
		Alcohol	0	0	0	0	1	41	42
		Other Crimes/Misdemeanors	0	1	0	0	0	22	23
		<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>107</b>	<b>115</b>
	Settlement	Child Crime - Sexual	0	0	0	0	0	2	2
		Child Crime - Non-sexual	0	0	1	0	1	2	4
		Serious Crimes/Felonies	0	1	0	0	0	0	1
		Alcohol	0	0	0	0	0	7	7
		Other Crimes/Misdemeanors	2	0	1	0	0	2	5
		<b>Total</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>13</b>	<b>19</b>
	Probation	Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	0	0	0	0	0	7	7
		Adult - Sexual	0	0	0	0	0	1	1



			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	450 + Days	Total
Post COC	Probation	Drugs	0	0	0	0	0	1	1
		Serious Crimes/Felonies	0	0	0	0	0	7	7
		Alcohol	0	0	0	0	0	22	22
		Other Crimes/Misdemeanors	0	0	0	0	0	21	21
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>60</b>	<b>60</b>
	Reconsideration	Child Crime - Non-sexual	0	0	1	0	0	0	1
		Serious Crimes/Felonies	0	0	0	0	0	1	1
		Alcohol	0	0	0	0	1	2	3
		Other Crimes/Misdemeanors	0	0	1	0	0	1	2
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>7</b>
	Reinstatement	Child Crime - Sexual	1	0	0	0	0	0	1
		Child Crime - Non-sexual	3	1	0	0	0	0	4
		Drugs	0	2	0	0	0	0	2
		Serious Crimes/Felonies	1	0	1	0	0	0	2
		Other Crimes/Misdemeanors	2	1	1	0	0	0	4
		<b>Total</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
	Mental Health Suspension	Child Crime - Sexual	0	0	0	0	0	1	1
		Child Crime - Non-sexual	0	0	0	0	0	2	2
		Drugs	0	0	0	0	0	1	1
		Serious Crimes/Felonies	0	0	0	0	0	3	3
		Alcohol	0	0	0	0	0	1	1
		Other Crimes/Misdemeanors	0	0	0	0	0	8	8
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>16</b>
	<b>Total</b>		<b>9</b>	<b>6</b>	<b>10</b>	<b>3</b>	<b>9</b>	<b>297</b>	<b>334</b>
<b>Total</b>			<b>808</b>	<b>527</b>	<b>516</b>	<b>217</b>	<b>224</b>	<b>696</b>	<b>2,988</b>

# Open Cases Aged by Case Status, Credential Status, and Offense - as of October 31, 2012

Case Status	Credential Status	Offense	0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total
Pre COC	Authorized	Child Crime - Sexual	13	5	1	1	0	0	20
		Child Crime - Non-sexual	31	21	13	2	2	7	76
		Adult - Sexual	8	6	4	2	4	2	26
		Drugs	29	18	20	12	13	27	119
		Serious Crimes/Felonies	98	80	54	39	30	55	356
		Alcohol	130	83	61	35	19	46	374
		Other Crimes/Misdemeanors	94	32	25	16	15	32	214
		<b>Total</b>	<b>403</b>	<b>245</b>	<b>178</b>	<b>107</b>	<b>83</b>	<b>169</b>	<b>1,185</b>
	Not Authorized - Docs Suspended	Child Crime - Sexual	0	0	0	0	0	8	8
		Serious Crimes/Felonies	0	0	0	0	0	1	1
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>9</b>
	Not Authorized - App(s) Pending	Child Crime - Sexual	0	1	1	0	1	2	5
		Child Crime - Non-sexual	6	7	2	0	0	1	16
		Adult - Sexual	5	1	0	0	1	1	8
		Drugs	21	13	1	0	2	3	40
		Serious Crimes/Felonies	69	42	13	9	2	8	143
		Alcohol	37	10	8	5	2	2	64
		Other Crimes/Misdemeanors	71	14	3	5	2	3	98
		<b>Total</b>	<b>209</b>	<b>88</b>	<b>28</b>	<b>19</b>	<b>10</b>	<b>20</b>	<b>374</b>
	Not Authorized - No App(s) Pending	Child Crime - Sexual	5	12	16	18	7	22	80
		Child Crime - Non-sexual	1	7	2	0	0	1	11
		Adult - Sexual	0	1	4	3	0	1	9
		Drugs	2	4	3	0	0	0	9
		Serious Crimes/Felonies	4	2	4	4	1	2	17
		Alcohol	3	2	2	1	1	4	13
		Other Crimes/Misdemeanors	0	2	0	2	1	5	10
		<b>Total</b>	<b>15</b>	<b>30</b>	<b>31</b>	<b>28</b>	<b>10</b>	<b>35</b>	<b>149</b>
	<b>Total</b>		<b>627</b>	<b>363</b>	<b>237</b>	<b>154</b>	<b>103</b>	<b>233</b>	<b>1,717</b>
COC	Authorized	Child Crime - Sexual	17	16	23	1	5	3	65
		Child Crime - Non-sexual	41	57	89	16	16	22	241
		Adult - Sexual	5	5	10	1	1	1	23
		Drugs	3	1	1	0	4	10	19
		Serious Crimes/Felonies	3	8	22	6	11	28	78
		Alcohol	10	7	10	11	18	38	94
		Other Crimes/Misdemeanors	60	35	51	15	42	42	245
		<b>Total</b>	<b>139</b>	<b>129</b>	<b>206</b>	<b>50</b>	<b>97</b>	<b>144</b>	<b>765</b>
	Not Authorized - Docs Suspended	Child Crime - Sexual	0	0	0	0	0	1	1
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
	Not Authorized - App(s) Pending	Child Crime - Sexual	1	1	2	0	1	0	5
		Child Crime - Non-sexual	3	5	3	0	1	0	12
		Adult - Sexual	1	0	0	0	0	1	2
		Drugs	2	1	1	0	1	1	6
		Serious Crimes/Felonies	6	10	8	2	2	3	31

			0 - 90 Days	91 - 180 Days	181 - 270 Days	271 - 360 Days	361 - 450 Days	451 + Days	Total	
COC	Not Authorized - App(s) Pending	Alcohol	6	3	1	2	1	3	16	
		Other Crimes/Misdemeanors	10	3	0	0	3	3	19	
		<b>Total</b>	<b>29</b>	<b>23</b>	<b>15</b>	<b>4</b>	<b>9</b>	<b>11</b>	<b>91</b>	
	Not Authorized - No App(s) Pending	Child Crime - Sexual	0	1	12	0	0	0	13	
		Child Crime - Non-sexual	3	3	23	2	2	4	37	
		Adult - Sexual	1	0	5	1	1	0	8	
		Drugs	0	0	2	1	1	0	4	
		Serious Crimes/Felonies	0	0	2	0	0	2	4	
		Alcohol	0	1	1	2	0	1	5	
		Other Crimes/Misdemeanors	0	1	3	0	2	3	9	
		<b>Total</b>	<b>4</b>	<b>6</b>	<b>48</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>80</b>	
		<b>Total</b>	<b>172</b>	<b>158</b>	<b>269</b>	<b>60</b>	<b>112</b>	<b>166</b>	<b>937</b>	
	Post COC	Authorized	Child Crime - Sexual	0	0	0	0	1	15	16
			Child Crime - Non-sexual	0	0	1	0	2	37	40
Adult - Sexual			0	0	0	0	0	4	4	
Drugs			0	0	0	0	0	4	4	
Serious Crimes/Felonies			0	0	0	1	0	30	31	
Alcohol			0	0	0	0	1	68	69	
Other Crimes/Misdemeanors			2	0	5	0	2	69	78	
<b>Total</b>			<b>2</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>227</b>	<b>242</b>	
Not Authorized - Docs Suspended		Child Crime - Sexual	0	0	0	1	0	2	3	
		Child Crime - Non-sexual	0	0	0	0	0	3	3	
		Drugs	0	0	0	0	0	1	1	
		Serious Crimes/Felonies	0	0	0	0	0	4	4	
		Alcohol	0	0	0	0	0	2	2	
		Other Crimes/Misdemeanors	0	0	0	0	0	12	12	
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>24</b>	<b>25</b>	
Not Authorized - App(s) Pending		Child Crime - Sexual	1	0	0	0	0	5	6	
		Child Crime - Non-sexual	3	1	1	1	0	4	10	
		Drugs	0	2	0	0	0	1	3	
		Serious Crimes/Felonies	1	0	1	0	2	7	11	
		Alcohol	0	0	0	0	1	2	3	
		Other Crimes/Misdemeanors	2	2	1	0	0	5	10	
		<b>Total</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>24</b>	<b>43</b>	
Not Authorized - No App(s) Pending		Child Crime - Non-sexual	0	0	1	0	0	6	7	
		Adult - Sexual	0	0	0	0	0	2	2	
		Serious Crimes/Felonies	0	1	0	0	0	3	4	
		Alcohol	0	0	0	0	0	7	7	
		Other Crimes/Misdemeanors	0	0	0	0	0	4	4	
		<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>24</b>	
<b>Total</b>		<b>9</b>	<b>6</b>	<b>10</b>	<b>3</b>	<b>9</b>	<b>297</b>	<b>334</b>		
<b>Total</b>			<b>808</b>	<b>527</b>	<b>516</b>	<b>217</b>	<b>224</b>	<b>696</b>	<b>2,988</b>	

## Commission Dashboard Report

### Pre Committee of Credentials \*



### Case Management \*\*



### Committee Review \*\*\*



\* Pre-COC: The time from case open to assignment to Case Management. (Does not include the time between receipt of an application and opening a case.)

\*\* Case Management: The time from assignment to investigators/analysts to the start of the informal review by COC.

\*\*\* Committee Review: The time from the start of the informal review to the final recommendation of the committee.